NC Department of Health and Human Services
NC Medicaid

Medicaid Enterprise Systems (MES)
Provider Data Management / Credentialing Verification Organization (PDM/CVO) Module Overview

August 2023

Journey to Modernization: PDM/CVO

NCDHHS Vision

To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.

PDM/CVO Module Overview | Journey to Modernization

In 2017, Session Law 2017-57 authorized the replacement of current Medicaid Management Information System (MMIS) technologies with modular systems. As a result of this change, the following developments can be anticipated.

1. NC Medicaid Managed Care Transformation Roadmap will:
   - ✓ Ease the provider administrative burden
   - ✓ Modernize PDM/CVO technologies
   - ✓ Simplify and enable responsive access for Medicaid providers to participate in NC's Medicaid Program
2. PDM/CVO will be operational in 2024 and will:
   - ✓ Align with NC Medicaid Managed Care Transformation Roadmap
   - ✓ Streamline data intake and maintenance throughout provider lifecycle
   - ✓ Perform provider enrollment and credentialing on behalf of NCDHHS
   - ✓ Detect and prevent fraud, waste and abuse

Managed Care Commitments
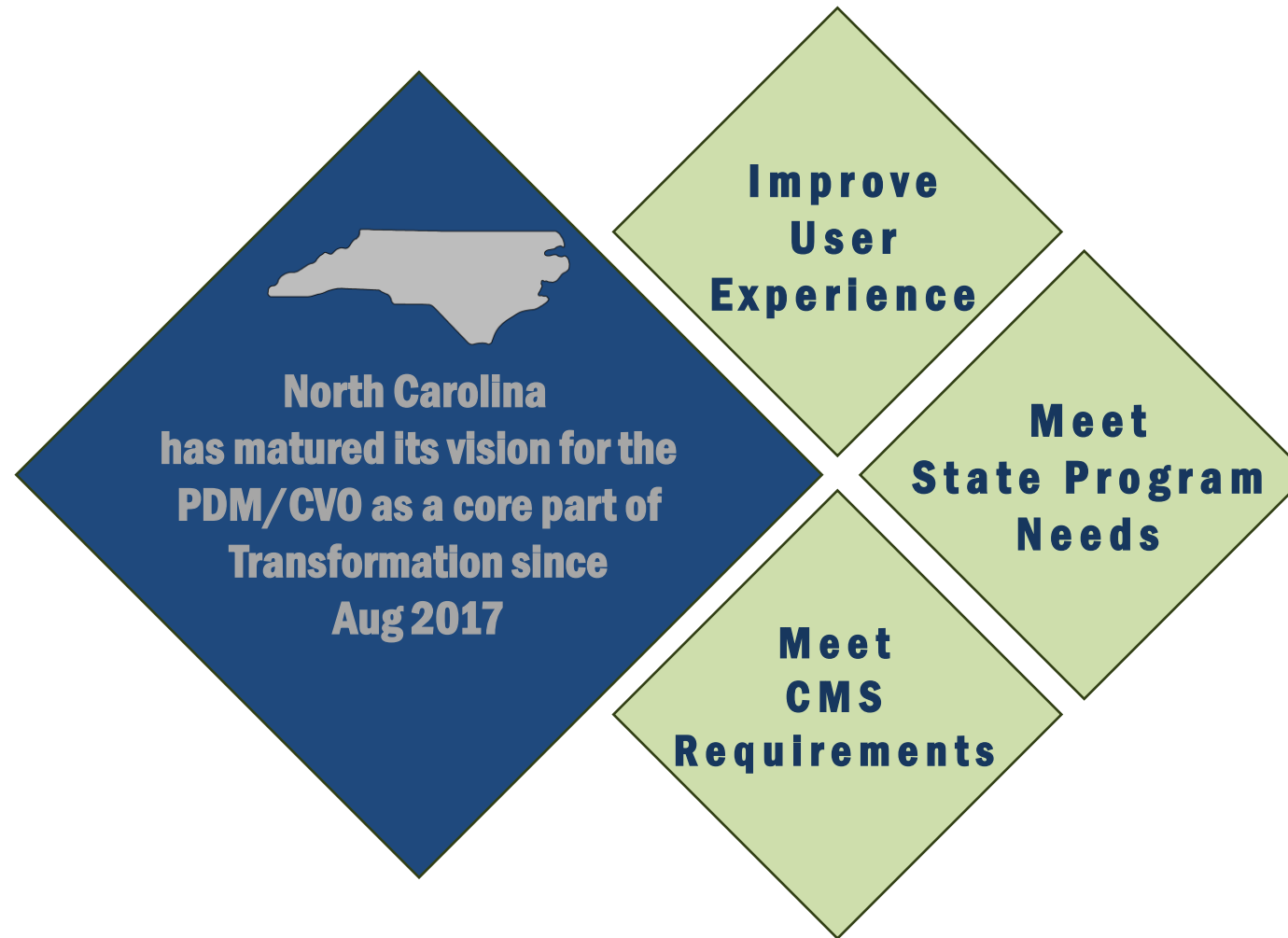
Whole-Person Care
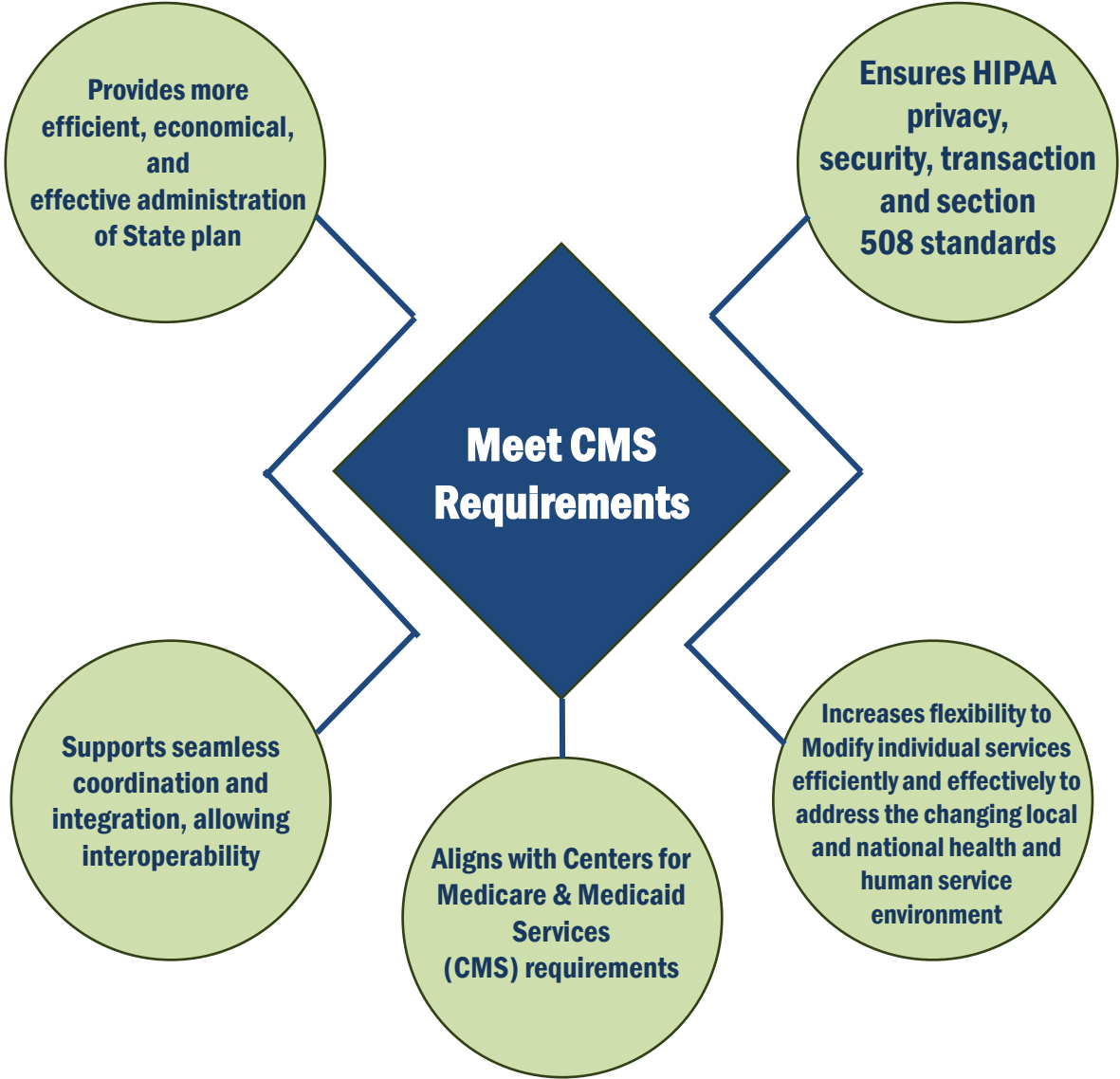
Buy Health

Local Care Management

Member Experience

Provider Access

North Carolina
has matured its vision for the
PDM/CVO as a core part of
Transformation since
Aug 2017

Improve
User
Experience

Meet
State Program
Needs

Meet
CMS
Requirements

Mitigates administrative burden of completing data entry across multiple plans

Improves the notification process to streamline collaboration

Collects data using common accreditation standards

Improve User Experience

Simplifies registration for multi-payer providers

Allows providers to delegate access within their organization allowing multiple users to complete an application

Offers interactive enrollment process, automatically guided step-by-step and real-time online assistance

Offers enhanced security controls and protocols

PDM/CVO Module Introduction

Key Metrics
(approximate numbers)

102,000
Actively enrolled individuals, organizations, and atypical providers

2,293
Applications received from newly enrolling providers *(monthly)*

8,524
Managed change request applications *(monthly)*

1,222
Providers are recredentialed/ reverified *(monthly approximation)*
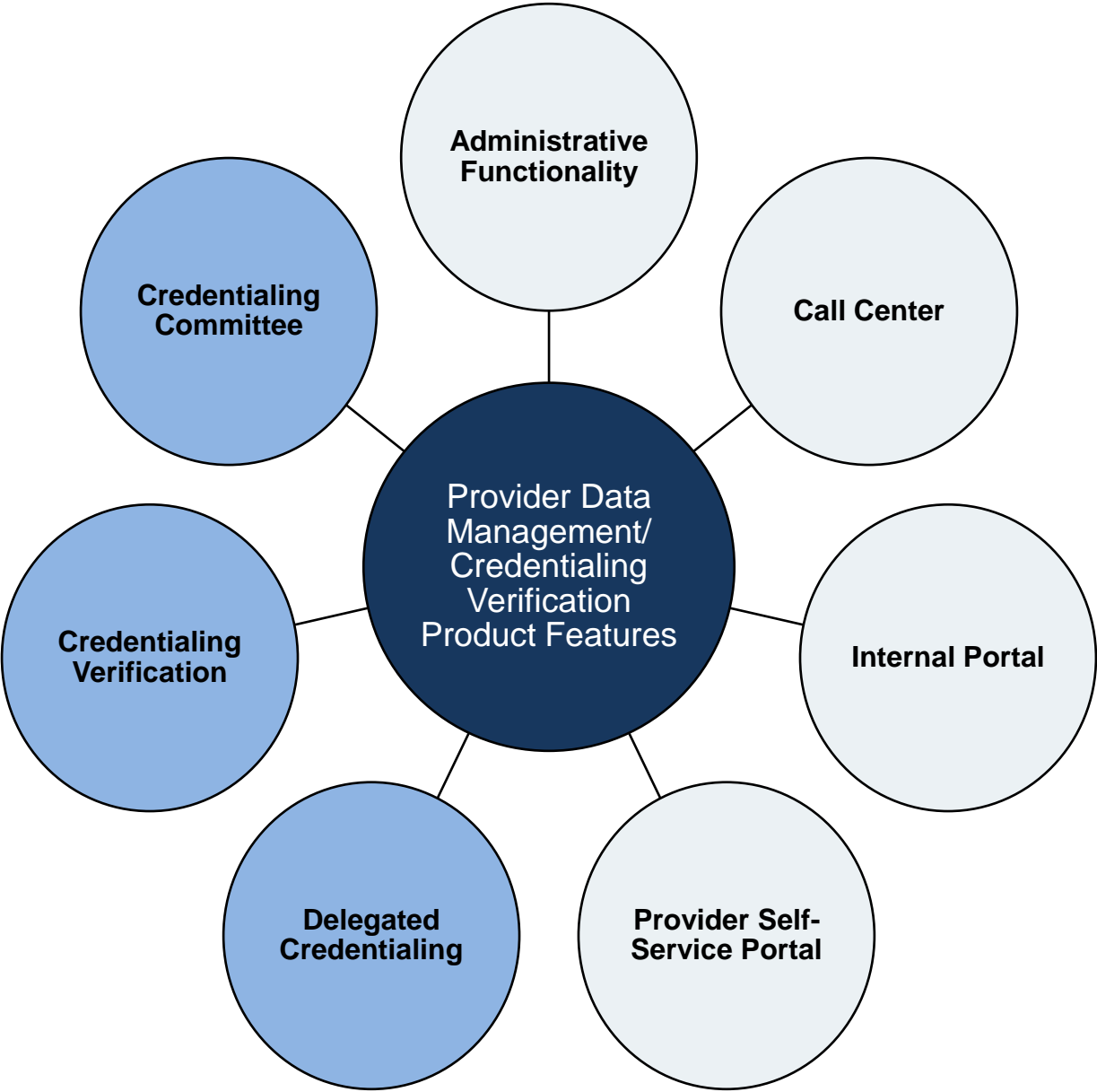
136
Fingerprint-based background checks *(monthly)*

173
Site Visits / Screenings *(monthly)*

1,989
Newly Enrolling Provider Trainings *(monthly)*

PDM/CVO Module Overview

Provider Data Management Product Features

Administrative Functionality

- Configure User Roles and Access Security
- Configure Business Rules
- Import and Export Provider Data
- Perform Mass Updates
- Provide Directory Service (API) to MES

Internal Portal

- Enroll and Disenroll Provider
- Inquire and Manage Provider Information
- Manage Provider Communication & Outreach
- Batch upload of delegated providers
- Manage Provider Grievances & Appeals
- Terminate Provider

Provider Self-Service Portal

- Register Provider
- Submit Application
- Process Application Fees
- Accept Grievances & Appeals

Call Center

- Interactive Voice Response System (IVRS)
- Customer Relationship Management (CRM) Tool
- Enrollment and Recredentialing Support

PDM/CVO Module Overview

Credentialing Verification Organization Product Features

Credentialing Committee

- Download Provider Profile
- Update Provider Profile with Decision
- Notify Applicant of Decision
- Track Decision and Profile Histories
- Manage Meeting Schedules, Agendas and Minutes

Credentialing Verification

- Verify Primary Source
- Assess Risk
- Screen Provider (Federal, State, & External Databases)
- Manage Site Visit Data
- Manage Fingerprint Check Data
- Assemble Provider Profile
- Pre- and Post-delegation oversight

Delegated Credentialing

- Qualifying hospital systems will have the authority to credential their health care practitioners
- Required to follow all regulatory bodies under NC Medicaid including NCQA, CMS, and federal and state laws
- Auditing and oversight will take place

PDM/CVO Module Implementation

PDM/CVO Module Overview | Implementation

Acquired
- Defined business driven requirements and expected outcomes
- Procured solution from the vendor that provided best value, Optum

Configure & Test
- Coordinate with NC Medicaid providers to proactively communicate changes and solicit design input
- Selected vendor will configure the module to meet NC Medicaid needs
- Solicit testing input from various provider communities

Implement
- Train users and implement module
- Demonstrate that operations staff are implementation ready
- Ensure minimal disruption of services and smooth transition

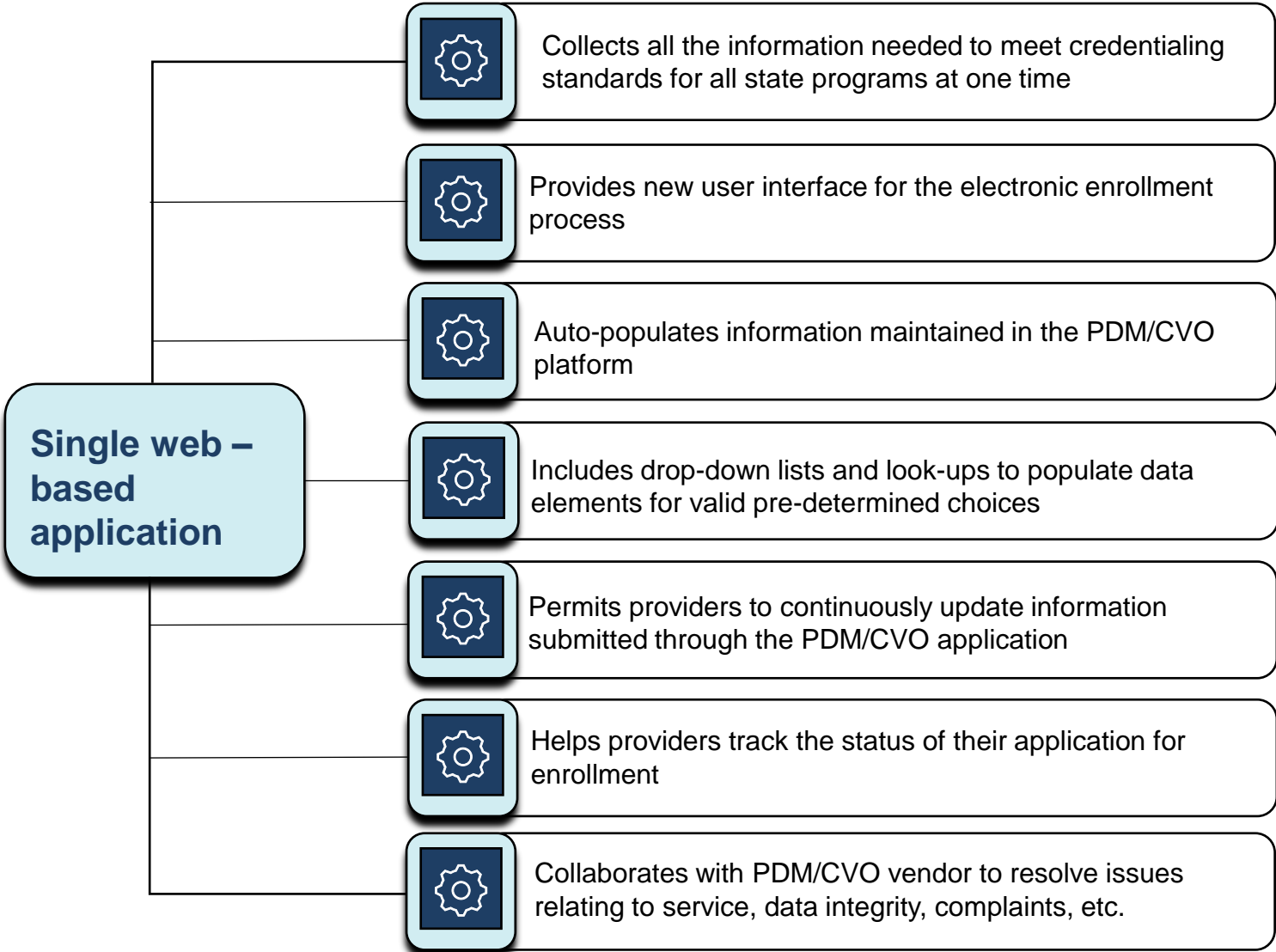## Expected changes for providers at PDM/CVO full implementation

Notable Mentions

- Upon implementing the PDM/CVO, all current recredentialing due dates will remain unchanged.

- The PDM/CVO will offer delegated credentialing to qualifying hospital systems.

Communication

- Provider community will remain informed by way of webinars, arranging training and frequent communications.

Single web – based application

- Collects all the information needed to meet credentialing standards for all state programs at one time

- Provides new user interface for the electronic enrollment process

- Auto-populates information maintained in the PDM/CVO platform

- Includes drop-down lists and look-ups to populate data elements for valid pre-determined choices

- Permits providers to continuously update information submitted through the PDM/CVO application

- Helps providers track the status of their application for enrollment

- Collaborates with PDM/CVO vendor to resolve issues relating to service, data integrity, complaints, etc.

PDM/CVO Module Overview | Implementation Timeline

	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT

2023 | **2024**

Joint Product Alignment Sessions (JPAS)
JULY 2023 – SEPTEMBER 2023

Continued Stakeholder Outreach & Communication
PRESENT – GO-LIVE

PHP Data Interface Design
FALL 2023

Systems Integration Testing (SIT)
MARCH 2024 – JULY 2024

User Acceptance Testing (UAT)
JUNE 2024 – AUGUST 2024

CMS Operational Readiness Review
AUGUST 2024 – SEPTEMBER 2024

Provider Trainings
AUGUST 2024 – OCTOBER 2024

Optum Call Center Launch
SEPTEMBER 2024

Go-Live
SEPTEMBER 2024

Next Steps:

NCDHHS will engage in **provider-focused education** and **outreach** to help providers transition from the current Medicaid provider enrollment process to the transition period processes, and then to the entire centralized credentialing process under full implementation.

Communications include:

- Provider Association Webinars

- Ongoing Stakeholder Meetings

- Trainings

- Outreach to enrolled providers, associations, and other stakeholders

- NC Medicaid website for updates: https://medicaid.ncdhhs.gov/PDM-CVO

- All PDM/CVO questions and/or requests for information can be sent to: Medicaid.PDMCVO.Team@dhhs.nc.gov

QUESTIONS